



City of San Diego

CONTAINER SERVICES PRELIMINARY STATEMENT OF WORK (SOW)

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ENVIRONMENTAL SERVICES DEPARTMENT
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AGENDA

- Purpose
- Background
- Service Specifications
- Technical Delivery Standards
- Performance Standards



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PURPOSE

“...If the City Manager intends to submit a City service to Managed Competition, the City Manager will then prepare a preliminary written Statement of Work for that particular City service...”

Managed Competition Ordinance §22.3703

The Preliminary SOW is intended to:

- Document existing service standards;
- Allow public comment and Council approval of those standards; and,
- Set the foundation upon which the full SOW will be built, ensuring no degradation in service levels as a result of Managed Competition.



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BACKGROUND: CONTAINER SERVICES

- The City of San Diego (City) utilizes automated containers for residential and small business refuse, recyclable, and a portion of yard waste collection services.
- Includes:
 - Providing collections compatible containers to residents;
 - Delivering, for a fee, containers to residents;
 - Repairing (at resident's location) and maintaining City-owned automated containers used for residential collection services.



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SERVICE SPECIFICATIONS

- Providing, for a City-established fee, new and/or replacement containers to eligible residents on an as-requested basis, either at the container storage facility or through delivery. The responsibilities associated with this may include: assembling containers; loading/unloading containers as required; retrieving damaged or replacing undamaged (e.g., replaced for a different size) containers, lids, and wheels; calculating replacement fees for containers; collecting replacement fees; and depositing collected fees with the City Treasurer.
- Repairing, returning, or recycling damaged units in accordance with City standards of containers' useful life. Returns and/or recycling will be documented in accordance with City standards.



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SERVICE SPECIFICATIONS, CONTINUED

- Managing the City's inventory of containers, including maintaining inventory records and container storage areas.
- Coordinating “roll outs” to distribute containers upon collection program expansions or distribution of containers to new housing developments.
- Operating a service desk to provide residents opting to not use the container delivery service a walk-up option for exchanging containers on Monday – Friday from 8am – 4pm.



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TECHNICAL DELIVERY STANDARDS

- The City of San Diego expects the service provider (City employees or outside contractor) will perform these services while maintaining qualifications, certifications and licenses as currently required by City employees.



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PERFORMANCE STANDARDS

- Respond to customer inquiries by the next business day.
- Collect fees in accordance with the City's internal controls standards.
- Document service orders and service activities in accordance with established policies and guidelines.
- Deliver containers within two business days following regularly scheduled solid waste, once payment is received.



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